

FREQUENTLY ASKED QUESTIONS – Clean Up

QUESTION	RESPONSE	PARTY TO CONTACT BY PHONE OR EMAIL
I don't have running water. I have water leaking in or around my house.	Contact Artesian Water. The town does not provide water service.	302-645-7751 (Artesian Water) After Hours (8:30-5): 302-453-6900
I am having problems with sewer backup.	Contact Sussex County Engineering Services. The town does not provide sewer service.	302-855-7730 (Sussex County Safety Dept.)
My cable is not working.	Contact Comcast Cable. The town holds a franchise with Comcast, but does not handle issues.	800-266-2278 (Comcast Cable)
My electricity is out or there is a downed power line.	Contact Delmarva Power. The town does not provide electric services.	800-375-7117 (Delmarva Power) 800-898-8045 (outages)
There is hazardous materials on my property/in the bay from the storm	Call DNREC Hazardous Materials Response unit	1-800-662-8802 (24-Hr hotline)
There is a lot of trash or a dead animal on Highway 1.	Contact Delaware Department of Transportation (DEL DOT).	302-659-2400 (DEL DOT)
My recycle can is missing.	Call Town Hall	302-539-3011 X200
My trash can is missing.	Call Chesapeake Waste	410-742-0099
How do I handle storm-related debris?	Contact your insurance agent.	See "Picking up the Pieces" on our website http://fenwickisland.delaware.gov/index.aspx?NID=914
Is the town picking up storm-related debris?	The town has placed dumpsters on the vacant lot on SR1 at Dagsboro Street for property owners	Use this dumpster to remove general debris from your property. NOT for use by contractors.
When is storm-related debris pick- up?	The Town will pick up trash every Monday for the month of November.	We will also pick up large bulk-trash type items. We will NOT pick up contractor related materials such as drywall.

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What about yard waste?	There is a dumpster at the rear of Town Hall for yard waste only.	Yard waste may be bagged. Either leave the bag by the dumpster or empty contents into bin and take your bag home.
Does my contractor need a license?	Yes	Contact Pat Schuchman (302-539-3011 X205)
What do I do with the kayak/boat/canoe/outboard motor/bike that washed up on my property?	Please email town hall with a photo or description of the item and your contact information.	Town Hall staff will direct callers looking for lost items that might match your description directly to you.
There is a stranded whale, dolphin, seal or sea turtle on the beach.	Contact the Marine Education, Research & Rehabilitation Institute (MERR)	302-228-5029 www.merrinstitute.org merrinstitute@gmail.com
What is the closest place for non-emergency medical assistance?	Fenwick Medical Center 1209 Coastal Highway OR 75 th Street Medical 7408 Coastal Hwy, Ocean City, MD	302-539-2399 (FI Medical Center) 410-524-0075 (75 th Street Medical)
What is the closest place for emergency medical assistance?	CALL 911	CALL 911
I have mold in my home from the storm.	The Environmental Protection Agency provides information on how to clean and disinfect a mold damaged home on its web page.	www.epa.gov/mold/moldresources.html
Is my property covered under the National Flood Insurance Program (NFIP)?	Contact either your local insurance agent OR the National Flood Insurance Program (NFIP)	1-888-379-9531 (NFIP)
Is my property in a flood zone and if so, which one?	Contact either NFIP above or Pat Schuchman at Town Hall. Publications are also available at the South Coastal Library, 43 Kent Ave, Bethany Beach, DE	1-888-379-9531 (NFIP) 302-539-3011 (Pat at Town Hall) South Coastal Library phone # is 302-539-5231 www.southcoastal.lib.de.us The library is located at 43 Kent Ave, Bethany Beach, DE.